



# Clients' Monies Service

## Online quick start guide

For more detailed information please see the CMS online user guide, which can be accessed by clicking the link in your welcome email.

### Logging on for the first time

- Select the link and enter the log-on details from your welcome email
- Make sure you enter your user ID in UPPERCASE
- Check the **Activation code** box below the log-on details
- Follow the instructions to enter your activation code (from your welcome letter) to set a new 4 digit PIN and alphanumeric password
- You'll then be taken to the CMS Online dashboard



### Opening and closing accounts [user guide – Section 3]

#### Add a client

- From the left-hand menu select **Add new client**
- Follow the online process as prompted on screen
- Choose **Add an account** to add a new account for the new client

#### Add an additional account to an existing client

- From the left-hand menu select **Find client & account\***
- Enter search criteria and/or select client from list
- Then select **Add a client account**
- Follow the online process as prompted on screen

#### Closing an account

- Follow the online process; please note that a Certificate of Interest will be generated automatically unless you choose to opt out
- If you're repaying a client account (closing withdrawal) the balance will move real-time. Any interest will be applied at the close of the working day



### Fastest way to complete transactions [user guide – Sections 6/7]

- Within the dashboard, select **Add a transaction**, found on the bottom right-hand side. This will take you to the **Maintain transactions** screen
- Either enter a client account reference (or select **Select an account** to enter a look-up function, then enter a client name to search for an appropriate account, then select desired account reference) to populate transaction fields
- Check the transaction date is as required
- Manually enter **Transaction type, Amount** and **Narrative line** select **Save**, then **Edit** or **Confirm**
- Go to Maintain transactions to review (select on transaction ID to **Edit**) **Delete** or **Submit**
- Selecting **Submit** will send the transaction to the bank for real-time processing
- The CMS user guide contains more information about batches & importing



### Reporting [user guide – Section 8]

- A full reporting suite is available
- Select **Reports** from the left-hand menu
- Select the desired report from the list and enter your report criteria as required
- Follow the online process as prompted on screen to create a report
- This includes the new client account transaction summary report which can be generated from the system and be saved, exported and/or printed locally



#### Closing an account

- A statement will be automatically issued when an account is closed

Please Note:

- \*When searching within the Client & account screen, the results might take longer to load as the whole database is being searched
- For security purposes you will be logged out after 15 minutes inactivity. Please refresh your screen to continue

### More information

If you have any questions, take a look at the more detailed user guide.